

Terms of Service

SULIKOMAS – Business English Lessons

Effective as of: December 1, 2025

Last revised: November 16, 2025

1. Introduction

Welcome to Sulikomas. By registering for or attending lessons with Sulikomas (“we,” “our,” “service”), you (“customer,” “student,” “client,” or “user”) agree to be bound by these Terms of Service. Please read them carefully. If you do not accept these Terms, do not use any Sulikomas services.

We may update these Terms from time to time. If substantial changes are made, clients will be notified by email with reasonable advance notice. The current version will always be available at sulikomas.com. If you disagree with changes, you may cancel your account and receive a pro-rated refund for unused lessons where applicable.

2. Contact and Legal Information

Website: sulikomas.com

Email: english@sulikomas.com

WhatsApp: +370 623 41173

Service Provider: Suliko Arjevanidze, Registered Business English Teacher

Governing Law: Lithuanian law applies, but consumers may assert mandatory rights under their country of residence within the EU Directive 2011/83/EU.

3. Eligibility

Services are online only and intended for adult learners aged 18 and older. Complete beginners below A2 CEFR are ineligible. At registration, users must provide their date of birth. If under 18, explicit consent from a parent or guardian is required via verifiable methods (e.g., signed electronic form or confirmation email from guardian’s verified address). Providing false age or lack of required consent may result in immediate suspension or termination without refund, and refusal of future enrollment.

Services are not available to companies or entities in Russia or Belarus due to applicable sanctions aligned with EU Regulations 833/2014 and 269/2014.

4. Lesson Booking, Payments, Cancellations, Refunds

4.1 Booking and Payments

Booking is available via sulikomas.com. All pricing, taxes, and fees are displayed prior to purchase. Payments may be made independently by customers or on behalf of companies. Customers must provide accurate company information for invoicing.

Invoices and payment options will be sent by email only when an invoice is specifically requested by the customer. All other payments must be made exclusively through the secure platform at sulikomas.com/learnspace. Payments are processed by GDPR-compliant processors (currently Revolut UAB, Vilnius).

 Payments outside the platform (e.g., direct bank transfers) carry significant risk and Sulikomas disclaims liability for fraud, loss, or non-delivery related to external payments.

4.2 Cancellations & Rescheduling

- Lessons may be cancelled without penalty with at least 24 hours' notice.
- Cancellations with less than 24 hours' notice will be charged in full unless due to force majeure (see section 4.2.1).
- Rescheduling is allowed up to 2 hours before the lesson without penalty, with up to two free reschedules per session; subsequent reschedules may incur fees.

4.2.1 Definition of Force Majeure:

Force majeure means unforeseeable events beyond control that make performance impossible or impracticable, including but not limited to: natural disasters (earthquake, flood, storms), epidemics or pandemics, war, terrorism, major technical failures, or serious illness/death of involved parties.

Force majeure events do not include strikes or work stoppages involving the clients, equipment or service failure caused by clients or their negligence, busy work period, or foreseeable events.

4.2.2 No-Show Policy

If a student does not join the lesson within 20 minutes after the scheduled start time without prior cancellation or notice, the lesson will be marked as a no-show. The full lesson fee will be charged, and the session will be considered forfeited.

4.2.3 Appeal and Exception Process:

Users may appeal cancellations for exceptions (e.g., emergencies) by submitting written requests to english@sulikomas.com within 48 hours. Appeals are reviewed at the provider's discretion.

4.2.4 Lesson Reservation Policy for Cancellations

Lessons canceled due to force majeure events or with at least 24 hours' notice will be placed in reserve. These reserved lessons can be used after renewing the course through a new payment to book additional sessions. Reserved lessons will be counted as part of the newly added lessons upon renewal.

4.3 Right of Withdrawal

EU consumers have a statutory right to withdraw within 14 days of purchase for any reason with a full refund if no lessons were delivered. If lessons are delivered during this period at the student's request, withdrawal only applies to unused lessons. To withdraw, send a clear email request to english@sulikomas.com. Refunds processed within 14 days per Directive 2011/83/EU.

4.4 Refunds

Refunds are provided within 14 days if services are not delivered as promised, if there is a breach of contract from the provider's side, or in case of provider business closure with pro-rata refunds for unused lessons. No refunds for terminations due to student misconduct or breach.

4.5 Price changes and Notifications

Sulikomas reserves the right to revise pricing for its lessons and services from time to time. Any such price changes will be communicated to existing clients by email at least 30 calendar days prior to the new prices taking effect.

For clients with active prepaid lesson packages or subscriptions, the following applies:

- Current pricing will remain fixed for lessons already paid for until the expiration of the package or subscription period.
- New pricing will apply only to lessons or packages purchased after the effective date of the price change.

If a client does not accept the revised prices, they may cancel any future lesson bookings or subscriptions before the new prices apply, receiving a pro-rated refund for unused lessons where applicable.

All price revisions will comply with applicable EU consumer rights legislation, including clear advance notice and provision of cancellation rights in the event of adverse price changes.

5. Service Operations

Lessons are delivered via LearnSpace powered by Google Meet. Students must ensure stable internet, microphone, and camera access. Offerings include individual lessons, discounted bundles, and free initial consultations. Lessons are interactive and personalized with post-class materials uploaded within 12 hours.

6. User Rights and Obligations

6.1 User Rights

- Access to your attendance, progress, evaluations, class materials, and payment records on request in accordance with GDPR Article 15.
- Right to access all classroom materials through LearnSpace.
- Receive written English evaluations upon completion of a course/bundle.
- Marketing consent for feedback use requires opt-in with option to revoke consent.
- Right to reschedule or cancel lessons per terms.

6.2 User Obligations

- Provide true, accurate, and complete registration information.
- Participate punctually and actively.
- Use learning resources for personal use only.
- Maintain confidentiality of access credentials; no unauthorized sharing or copying.
- Maintain login activity at least once every 90 days; inactivity may result in suspension with advance notice.

6.3 Prohibited Conduct

- Non-payment or repeated late cancellations/no-shows.
- Unauthorized sharing or duplication of proprietary content.
- Harassment or abusive behavior.
- Fraud, misrepresentation, or technical sabotage.

 Failure to comply may lead to suspension or termination without refund, compliant with applicable law.

7. Provider Commitments

Lessons are punctual, professional, and tailored to client needs. Post-class materials including notes, pronunciation tips, vocabulary, and grammar suggestions are provided, with some content access dependent on the package purchased. Student information is confidential and not shared externally. Compliance with GDPR and privacy best practices is assured. Missed lessons due to provider fault are rescheduled or refunded.

8. Privacy and GDPR Compliance

Data collected is limited to necessary personal and payment info for service delivery and legal compliance. Consent is required for marketing communications (opt-in), while administrative communications cannot be declined. Data may be processed by GDPR-compliant subprocessors (Google, Revolut) and may be stored or transferred within the EEA or to countries with EU adequacy decisions. Users may request data rights including deletion and rectification, processed within 30 days. Data breaches will be notified within 72 hours per GDPR requirements. Full privacy details are in the linked Privacy Policy at sulikomas.com/privacy.

9. Disclaimers and Limitation of Liability

Sulikomas provides educational services, not certifications. Outcomes such as exam results or professional success are not guaranteed and depend on user effort and lesson frequency. No liability is accepted for interruptions outside provider control, provided reasonable solutions such as rescheduling are offered. The provider disclaims liability for failures by third-party platforms such as Google Meet or payment processors.

10. Termination and Suspension

- Access may be suspended or terminated for material breach of terms, non-payment, violations of law or platform security, or inactivity over 180 days since last login.
- Users receive written notification and may appeal, except where urgent security or legal risks require immediate suspension.
- Business closure or restructuring results in pro-rata refunds for unused services.

11. Dispute Resolution and Governing Law

This agreement is governed by Lithuanian law, subject to consumer protection laws in users' residence country. Conflicts with local mandatory laws defer to the local laws. Disputes will be first attempted resolved by negotiation or mediation. EU consumers may use the EU Online Dispute Resolution platform (https://consumer-redress.ec.europa.eu/index_en). Jurisdiction lies with Vilnius courts unless mandatory local laws dictate otherwise.

12. Miscellaneous

- Marketing communications require explicit opt-in; simple opt-out available.
- Official contract language is English.
- Mandatory consumer rights override any invalid clause.
- Third-party service disclaimers apply to Google Meet, payment processors, and others.

- If any provision is invalid, remaining Terms remain effective.

For questions or appeals, contact: english@sulikomas.com

Most recent terms and conditions available at sulikomas.com/terms